



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

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Fifth District

March 13, 2014

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

EXTENSION REQUEST – SMALL BUSINESS ASSISTANCE (ITEM 4, AGENDA OF DECEMBER 17, 2013)

On December 17, 2013, the Board, on motion of Supervisor Knabe and amended by Supervisor Antonovich, directed the Chief Executive Officer, in conjunction with Directors of Regional Planning, Public Works, and Public Health, the Fire Chief, Sheriff, Treasurer and Tax Collector, and any other relevant departments that interact with small business to:

- Review the existing County procedures regarding permitting and other related requirement for starting a small business, and report back within 90 days with recommendations on ways to assist small businesses in navigating through the County's procedural requirements;
- Analyze the feasibility of establishing a one-stop small business concierge service that offers guidance of the County's processes, including the role, staffing level, and cost projection for such service;
- Analyze the feasibility of creating a comprehensive web portal to better assist small business owners; and
- Analyze the process and cost for establishing an OpenCounter website for the County similar to the one operating in the City of Santa Cruz, which puts an array of zoning, permitting, licensing and fee information at the users' fingertips and provides forms and contact information to get the permitting process started.

This Office and the aforementioned County departments have achieved the following to date:

- Identified "touch points" County departments have with small business, including permitting processes;
- Held discussions on the frustration of small businesses in navigating through the County's various requirements;
- Determined information that may be most useful to small businesses and how the information can be organized;
- Explored options for creating a one-stop small business concierge service, including the option of expanding existing one-stop services being offered by various County departments;
- Investigated various options on creating a comprehensive web portal that is easy to understand and useful for small businesses;
- Obtained background information from the City of Santa Cruz on the City's OpenCounter website; and
- Discussed OpenCounter website with its developers.

Due to various complex issues involved, we respectfully request a 30-day extension of the due date of our report to April 17, 2014. This will allow us the necessary time to provide the comprehensive response requested, including cost proposal for the various options being explored.

If you have any questions or need additional information, please let me know, or your staff may contact Frank Cheng at (213) 893-7938 or fcheng@ceo.lacounty.gov.

WTF:SHK:FC
JR:ib

c: Executive Office, Board of Supervisors
Chief Information Office
County Counsel
Fire
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Public Health
Public Works
Regional Planning
Sheriff
Treasurer and Tax Collector